



Catch Me DAILY TIPS

- June 1 Kick off catches by all Team Members. Pass out catches to everyone, create a giant Catch Me card using [Catch Me artwork](#), or [send an eCatch](#) to your team.
- June 2 Check out [5 Best Practices](#) to make the most out of Catch Me, submitted by top-performing hotels.
- June 3 Did you know that you can find over 100 Catch Me best practices to build awareness, increase participation, and keep the program fresh? [Find out more.](#)
- June 4 If you haven't done so already, [sign up](#) to receive automated weekly reports detailing your tally totals, broken out by hotel, department, and group, as well as catches received and made.
- June 5 Every time a front-of-house Team Member gets caught, have him or her pay it forward and catch a back-of-house Team Member.
- June 6 Post your Catch Me photos on social media using #catchme17 for a chance to win US \$50.
- June 7 All new: [Download print-ready artwork](#) to create large posters, pop-up banners, and more. Simply download, customize as needed, and take to a local print shop or office supply store.
- June 8 Catch new Team Member with a Catch Me card and a note welcoming them to the property.
- June 9 Try this: DoubleTree by Hilton Bakersfield customized the Catch Me flyers to include photos of their Team Members. The flyers are in Word, so you can do the same.
- June 10 Make sure to focus on peer-to-peer catches. Studies show that peer-to-peer recognition correlates to increased customer satisfaction.
- June 11 Hampton Inn & Suites by Hilton Myrtle Beach/Oceanfront plays Catch Me Tag: Every time a Team Member catches another Team Member, that person has 24 to 48 hours to catch another. They keep it going throughout Catch Me.
- June 12 It's Superman Day. Here's a super idea from Parmelia Hilton Perth. They post a [Catch of the Day](#) with a twist: Photos of Team Members' faces are placed over superhero illustrations.
- June 13 Celebrate Team Member Appreciation Week by grabbing a pocketful of Catch Me cards. Don't come back until your pockets are empty.
- June 14 Next time you catch a Team Member, give him or her two cards: one filled out for the recipient, and a blank one for the recipient to catch another Team Member.

- June 15 Don't forget to recognize Team Members who make catches. Conrad Maldives holds a luck-of-the-draw contest. Any Team Member who submits a catch is eligible.
- June 16 Hampton Inn by Hilton Rochester North posts cards in the lobby for guests to read. It made the program much more interactive, and in turn, caused more guests to write more catches.
- June 17 Providence Biltmore, Curio Collection by Hilton developed a "Catch It Forward" program and encouraged Team Members to catch others in all departments.
- June 18 June is Safety and Security month. Whether you have a dedicated team or not, be sure to catch those Team Members who keep us safe.
- June 19 Hand out cards at manager huddles. Set goals to write a minimum number of cards per week, or hand out cards at your next Team Member huddle and see who can fill out the most.
- June 20 To encourage guest participation, try placing cards in different common areas, such as elevator lobbies, restaurants, and even bedrooms.
- June 21 If you are currently receiving the automated weekly reports, consider distributing those to other managers. Or better yet, sign them up for the reports as well.
- June 22 "Recognition is great but peer recognition helps drive great teamwork."
— Lisa Riess, Hilton Garden Inn Toronto/Burlington and Homewood Suites by Hilton Burlington
- June 23 Use the eCatch to catch an offsite Team Member, such as your BPS director, owner, or a fellow Team Member at another property.
- June 24 Each month, make sure that everyone in your department or hotel is caught at least once. Put a reminder on your outlook calendar prompting you several days before the end of the month.
- June 25 Lead by example. Kay Kobayashi at Hilton Osaka says, "The more Catch Me is used by senior management, including the general manager, the more successful the program will be."
- June 26 Schedule surprise "Catch You at Your Best" days during the program, with a focus on making catches, not just receiving them. See who can make the most catches and recognize them.
- June 27 Get creative. Hilton Garden Inn Oklahoma City Airport enlisted Team Members as "mystery catchers," greatly increasing the number of back-of-house catches.
- June 28 Focus on a department of the week; for example, Front Desk one week and Housekeeping the next. Encourage everyone at your location to catch Team Members from that department.
- June 29 The General Manager at Hilton Pearl River writes a personal note of thanks on each Catch Me card before it is presented to the Team Member.
- June 30 Enter your catches to be eligible for June prizes. 50 Team Members will receive a US. \$50 gift card. The deadline is today.

- July 1 Try changing your monthly theme and prizes to keep Catch Me fresh. You might also want to reset your tallies and focus on July totals to give everyone a fresh opportunity.
- July 2 Every time a front-of-house Team Member is caught by a guest, encourage them to pay it forward and catch someone from back-of-house.
- July 3 At Hampton Inn & Suites by Hilton Wilson I-95, Team Members can exchange the catches they earn or write for “Minnie Bucks” to use in the hotel store.
- July 4 The General Manager at Hilton Salt Lake City Center schedules a weekly outlook appointment to remind him to catch Team Members.
- July 5 Use the [Catch Me reports](#) to hold intra-departmental contests. For example, if you are a Housekeeping supervisor, use the Housekeeping page(s) to encourage friendly competition among the team.
- July 6 Words of wisdom: Hampton by Hilton Team Member Eric Berglund says, “Back of house needs more management participation since those Team Members receive less guest interaction.”
- July 7 Looking to increase guest participation? Download customizable Catch Me flyers, table tents, and more, and display them in common areas such as your elevator lobby and restaurant.
- July 8 Don't forget back of house. Try putting cards in rooms with the names of their attending Housekeeper, or put cards in your restaurant with the names of Cooks and Dishwashers.
- July 9 Post Catch Me information on your Electronic Bulletin Board (EBB). We've included a downloadable EBB powerpoint template with this year's [customizable recognition tools](#).
- July 10 July is Sales & Marketing month. Be sure to catch those Team Members who keep our hotels full.
- July 11 Place special emphasis on catching Honors behaviors, such as enrolling new members or remembering a guest's name or preference.
- July 12 Try having a back-of-house week with an emphasis on catching back-of-house Team Members. You could even count each back-of-house catch twice.
- July 13 Next time you walk the floor at your hotel, put 5 to 10 Catch Me cards in your pocket. Don't come back until your pockets are empty.
- July 14 Today is Catch Me day. To celebrate the mid-point of the program, take time to catch as many Team Members as possible, or your entire team, and thank them for their participation. Ten Team Members caught today will be randomly select to receive US \$50.
- July 15 Celebrate milestones. For every 100 catches submitted at the Fess Parker Santa Barbara Hotel - A DoubleTree Resort by Hilton, the hotel holds a team celebration.
- July 16 It's hot dog month. Celebrate the midpoint of Catch Me with an old-fashioned cookout. Encourage your team to finish Catch Me strong.

- July 17 With six weeks left in Catch Me, try focusing on a different value each week; for example, Hospitality this week and Integrity next week. Encourage other Team Members to do the same.
- July 18 During room inspections, recognize Housekeeping Team Members who pass with a Catch Me card.
- July 19 Tomorrow is Lollipop Day. Attached a lollipop to every catch that's submitted today, along with a personal note of appreciation.
- July 20 Don't forget to catch your wellness champions.
- July 21 Usually, everyone is trying to earn catches. Select a random day and have a competition where everyone tries to make the most catches. Recognize your champions.
- July 22 Conrad Seoul sends weekly email reminders to HODs to promote Catch Me at My Best.
- July 23 Who's going on vacation, or returning? Catch those Team Members and wish them a good time, or welcome them back and remind them how much you appreciate them.
- July 24 Make sure to catch your Night Auditing team, who may have less interaction with guests.
- July 25 Make a list of Team Members who have not received a catch. Pay special attention to those Team Members and catch them for acts representing our vision, mission and values.
- July 26 To encourage back-of-house participation, Hilton Los Angeles/Universal City held three events in the restaurant, awarding random prizes for catches written on the spot, generating 250 catches.
- July 27 Try building excitement during the final month by holding a competition with a sister property. Hilton Garden Inn Conway set up a friendly competition with Hilton Garden Inn Little Rock, with the loser buying pizza and serving up slices for the winning hotel.
- July 28 For the final month of Catch Me, pair up Team Members with the most catches and Team Members with the least to create teams, giving everybody an equal chance to win.
- July 29 How many catches did Team Members make in June and July? Encourage your Team Members to double that amount in August. Offer an incentive, like a team pizza party.
- July 30 Try changing your theme and prizes for the last month of Catch Me at My Best. Also, think about resetting your tallies to give everyone a chance to win.
- July 31 [Enter your catches](#) to be eligible for July prizes. 75 Team Members will receive a US \$50 gift card. The deadline is today.

- August 1 Need more cards? While cards are no longer available to order, you can [download print-ready artwork](#) and print your own cards at a local quick print or office supply store.
- August 2 Before Catch Me ends, hold a “back-of-house week.” Ask all Team Members to dedicate the week to catching back-of-house Team Members.
- August 3 Make sure to catch any Team Member mentioned on a comment card. If that person works front of house, ask them to pass it on and catch a back-of-house Team Member.
- August 4 To keep Catch Me fresh in august, pick random days when catches are worth double. So if a Team Member gets two catches, they actually receive four. Make it a surprise.
- August 5 Which departments received fewer catches than others? Focus your august efforts on catching those departments and making sure that everyone gets caught.
- August 6 Try “blinging” up your catches like Hampton Inn & Suites by Hilton Ephrata - Mountain Springs. They purchased inexpensive markers, puff paint, and construction paper to decorate the catches.
- August 7 Ask your HODs to catch 10 Team Members this week. Do it again next week until Catch Me ends.
- August 8 Count Down the last few weeks of Catch Me by focusing on recognizing a different department on different days.
- August 9 Why reserve catches for individuals? Catch your Banquet team after a successful banquet, or your Housekeeping team after a bump in cleanliness scores, or your entire hotel after a high QA score.
- August 10 The Boulders, a Waldorf Astoria Resort takes photos of Team Members holding their catches and posts them to recognition boards throughout the resort.
- August 11 Tomorrow is International Youth Day. Take time to catch Team Members who work with youth and live our Travel with Purpose commitment.
- August 12 Hilton Nanjing Riverside has related departments catch each other. For example, Sales makes sure to catch the Banquet team in recognition of successful events.
- August 13 What unique ways did your location celebrate Catch Me and recognize your champions? [Let us know](#) for a chance to win a US \$50 gift card.
- August 14 It's Human Resources week. Make it your policy to catch all of your heroes in HR.
- August 15 Do you think you might have leftover cards? Try passing them out at your next manager or all-Team Member meeting and challenge Team Members to use them up by August 31.
- August 16 Hilton Trinidad & Conference Centre created a Catch Me Wall of Fame where they posted catches, focusing on their favorite catches instead of the total number of catches.
- August 17 Use the customizable flyers to encourage guests and Team Members to finish strong and make catches before the Catch Me deadline on August 31.

- August 18 Don't limit peer-to-peer recognition to Catch Me at my best. Think about ways to keep the recognition going year-round. [Click here](#) for ideas.
- August 19 Make sure to post your Catch Me selfies on social media using the tag #catchme17. We will award gift cards worth US \$50 to our favorites.
- August 20 Pull your top ten favorite catches. Have Team Members vote on their favorites and count down the winners during the final days of Catch Me.
- August 21 Hold a recognition power hour. Set aside one hour today and catch as many Team Members as you can. Schedule another power hour for next week.
- August 22 What SALT scores have shown recent improvement? Make sure to catch the Team Members who made that increase possible.
- August 23 Hampton Inn & Suites by Hilton Las Cruces I-25 closed Catch Me by enlarging a blank Catch Me card and awarding it to the entire team.
- August 24 How many catches did your location make last year? If you're behind last year's totals, encourage your team to exceed that goal. If you're on target, elevate the goal.
- August 25 Who helped administer Catch Me this year? Be sure to catch him or her before the program ends.
- August 26 Who hasn't been caught this year? Check your tallies and make sure that every Team Member gets caught before Catch Me at my best ends.
- August 27 It's Just Because Day. Take time to catch Team Members today...just because.
- August 28 The GM at Embassy Suites by Hilton Corpus Christi challenged their team to write catches for one another on the last day of the program. They collected around 100 catches!
- August 29 Download customizable Catch Me certificates to recognize your program champions. Present them to the recipients along with any prizes.
- August 30 Walk the hotel and place remaining cards in different front-of-house and back-of-house common areas, as well as in guest rooms.
- August 31 The August deadline to [enter your catches](#) and be eligible for monthly prizes is today. 100 Team Members will receive a US \$50 gift card.